Please amend Claims 1-14. The following is a complete listing of the claims in this application, reflects all changes currently being made to the claims, and replaces all earlier versions and all earlier listings of the claims:

1.   (Currently Amended) A method for <u>network management</u> <u>comprising</u>:

~~accessing a program; said program enabling access to multiple subprograms;~~

tracking changes to <u>a plurality of</u> components ~~using said program~~ <u>in one or more networks through a network management engine</u>;

modifying tracking information for <u>tracking the plurality of</u> components using said <u>network management engine;</u> ~~program; and~~

~~updating~~ <u>implementing</u> tracking modifications made through said network management engine ~~program~~ on[[to]] <u>a</u> <u>the</u> one or more networks<u>;</u> ~~wherein said updating may be fully automated.~~

<u>detecting a failing component based at least in part on said tracking changes and generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;</u>

<u>determining an owning group of the failing component and routing the problem ticket to the owning group; and</u>

<u>tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement</u>

specifying a level of service expected for repair of the failing component by the owning group.

2.   (Currently Amended) A method according to [[c]]Claim 1, wherein the tracking changes, the modifying tracking information, and ~~updating~~ the implementing tracking modifications occurs automatically, manually, or through a combination of automatic and manual actions ~~may be configured to be automatic and manual~~.

3.   (Currently Amended) The method of [[c]]Claim 1 further comprising:

us[[e]]ing ~~of~~ said ~~program~~ network management engine to change one or more components of said plurality of components;

wherein said us[[e]]ing occurs automatically, manually, or through a combination of automatic and manual actions ~~of said program may be configured to be automatic and manual~~.

4.   (Currently Amended) The method of [[c]]Claim 1 wherein one or more of said plurality of components ~~may be~~ is available to users on said one or more network~~s~~.

5.   (Currently Amended) The method of [[c]]Claim 3 wherein said changes to said plurality of components ~~may include:~~ comprises at least one of adding, dividing, multiplying, recompiling, recoding and removal of a component.

6.   (Currently Amended) A method for tracking a component~~; said method~~ comprising ~~a program configured for~~:

receiving changes to said component <u>at a network management</u>

<u>engine</u>;

tracking said changes to said component; ~~and~~

generating <u>network management</u> information related to said

component <u>and said tracking changes</u>;

~~wherein receiving changes, tracking changes and generating~~

~~information may be fully automated.~~

<u>detecting that the component is failing based at least in part on said</u>

<u>tracking changes and generating a problem ticket in response to the detecting, wherein the</u>

<u>problem ticket comprises information related to the failing component;</u>

<u>determining an owning group of the failing component and routing</u>

<u>the problem ticket to the owning group; and</u>

<u>tracking repair status information for repairing the failing component</u>

<u>and comparing the repair status information to a pre-established service level agreement</u>

<u>specifying a level of service expected for repair of the failing component by the owning</u>

<u>group.</u>

7.   (Currently Amended) A method according to [[c]]<u>C</u>laim 6, wherein

generating <u>network management</u> information ~~may~~ include<u>s</u> assigning metrics to said

changes.

8.   (Currently Amended) A method according to [[c]]<u>C</u>laim 7, wherein

said assignment of metrics <u>occurs automatically, manually, or through a combination of</u>

<u>automatic and manual actions</u> ~~is configured to be manual and automated.~~

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9.   (Currently Amended) A <u>network management</u> system that comprises:

a mechanism for accessing a ~~program~~ <u>network management engine</u>;

a mechanism for tracking changes to <u>a plurality of</u> components <u>in one or more networks through</u> ~~using~~ said ~~program~~ <u>network management engine</u>;

a mechanism for modifying tracking information for <u>tracking the plurality of</u> components using said ~~program~~ <u>network management engine</u>; ~~and~~

a mechanism for ~~updating~~ <u>implementing</u> tracking modifications made through said ~~program~~ <u>network management engine</u> on[[to]] [[a]] <u>the one or more</u> network<u>s</u>; ~~wherein said updating may be fully automated.~~

<u>a mechanism for detecting a failing component based at least in part on said tracking changes;</u>

<u>a mechanism for generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;</u>

<u>a mechanism for determining an owning group of the failing component and routing the problem ticket to the owning group; and</u>

<u>a mechanism for tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement specifying a level of service expected for repair of the failing component by the owning group.</u>

10.   (Currently Amended) The system according to [[c]]<u>C</u>laim 9, wherein said mechanisms <u>function automatically, manually, or through a combination of automatic</u>

and manual actions ~~for accessing a program, tracking changes, and modifying tracking~~

~~information may be configured to be automatic and manual~~.

11.   (Currently Amended) The system of [[c]]Claim 9 wherein said

~~program~~ network management engine ~~may be~~ is configured to provide access to multiple

subprograms.

12.   (Currently Amended) The system of [[c]]Claim 9 further

comprising:

a mechanism for us[[e]]ing ~~of~~ said ~~program~~ network management

engine to track information related to the changes in one or more components of said

plurality of components; wherein said mechanism for tracking functions automatically,

manually, or through a combination of automatic and manual actions ~~may configured to be~~

~~manual or automated~~.

13.   (Currently Amended) The system of [[c]]Claim 9 further

comprising:

~~wherein said~~ a mechanism for making changes ~~further comprises:~~ to

one or more components of said plurality of components,

wherein said changes to said plurality of components comprises at

least one of ~~a mechanism for one of~~ adding, dividing, multiplying, recompiling, recoding

and removal of a component.

14.   (Currently Amended) A network management system that

comprises:

a mechanism for receiving changes to a component <u>at a network</u> <u>management engine</u>;

a mechanism for tracking said changes to said component; ~~and~~

a mechanism for generating <u>network management</u> information related to said component <u>and said tracking changes</u>;

~~wherein receiving changes, tracking changes and generating~~ ~~information may be fully automated.~~

<u>a mechanism for detecting that the component is failing based at</u> <u>least in part on said tracking changes;</u>

<u>a mechanism for generating a problem ticket in response to the</u> <u>detecting, wherein the problem ticket comprises information related to the failing</u> <u>component;</u>

<u>a mechanism for determining an owning group of the failing</u> <u>component and routing the problem ticket to the owning group; and</u>

<u>a mechanism for tracking repair status information for repairing the</u> <u>failing component and comparing the repair status information to a pre-established service</u> <u>level agreement specifying a level of service expected for repair of the failing component</u> <u>by the owning group.</u>